



Practice Guide – Managing Not Located cases

Purpose: This practice guide provides a consistent approach for cases where an ākonga and/or their whānau cannot be located. It focuses on the timing and sequencing of key steps in managing a Not Located case, including what to record in AS-CMS. More detailed guidance on related topics is provided in the related guidance and Quick Reference Guides.

Scope: For Attendance Service Providers managing NEN cases where contact details are missing/outdated, and whānau cannot be reached despite reasonable efforts.

Key rules: The Not Located flag is intended to provide clear visibility of children who have not been located after reasonable efforts. It supports ongoing monitoring, follow-up, and analysis, including the use of regular info requests (to Immigration NZ and MSD) and referrals to multi-agency forums where appropriate.

1) Do the locating work + use AS-CMS to show it

- Make all reasonable efforts to contact and locate ākonga and whānau, using the information available to you (for example schools, known contacts, neighbours, community networks, agencies, or a previous provider).
- Use AS-CMS to keep clear records of your attempts and actions so the case history is complete, and the work is visible. See [Practice Guide – Recording case management](#).

Important note: these measures relate to the meeting taking place within the required timeframe, not just contact being attempted. Make contact early so the meeting can be arranged and held within the service level agreement (SLA) window, allowing time for scheduling, cancellations, or postponements.

2) “Not Located” is a flag, not a closure reason

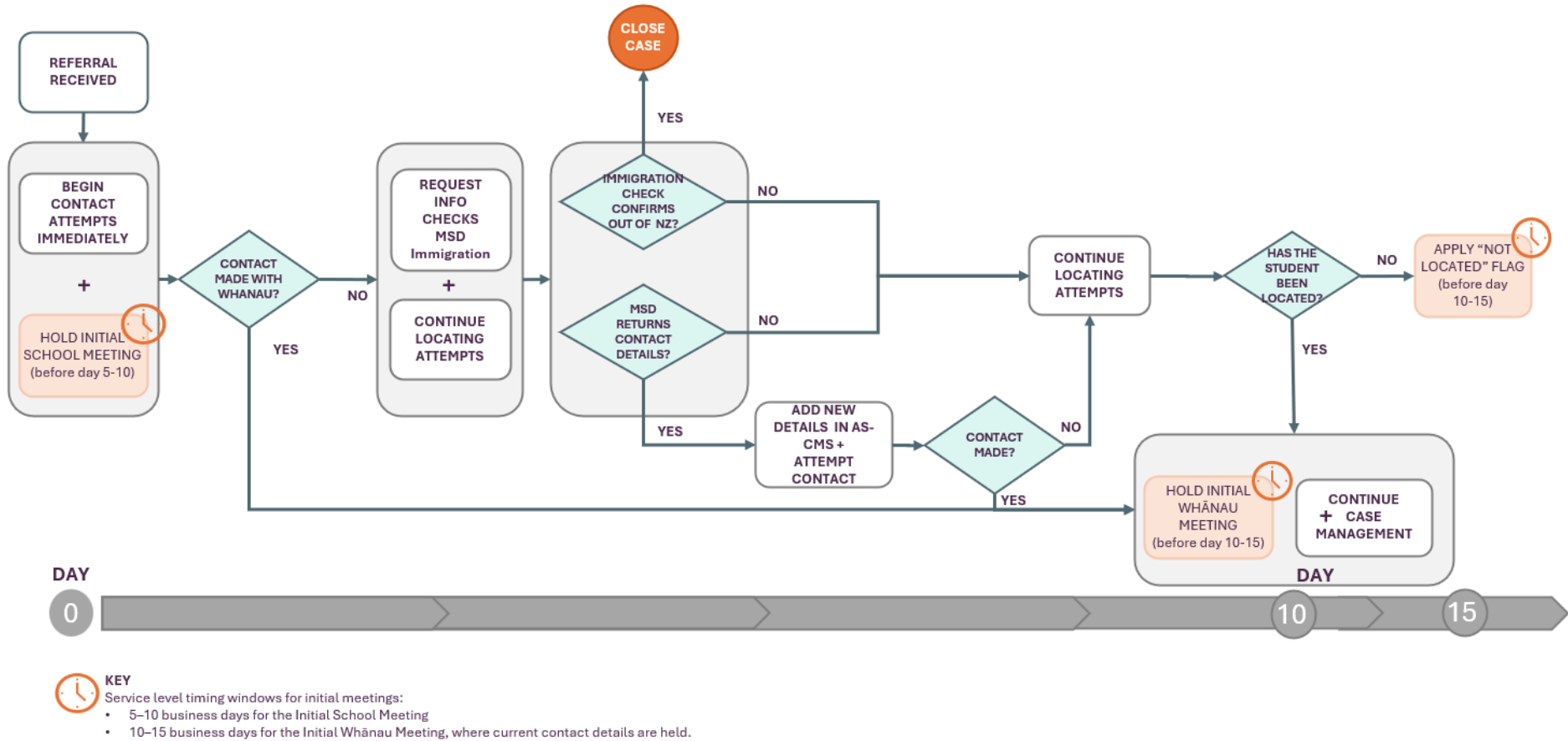
- Apply the Not Located flag when you have been unable to locate the ākonga or whānau after reasonable efforts, including trying the contact information provided, checking whether previous school/s hold any additional details, and completing Info Requests to MSD and Immigration NZ.
- The flag gives visibility of the issue at catchment, regional, and national level, but it does not mean work on the case stops. Continue appropriate follow-up, including regular Info Requests and referral to a multi-agency forum where appropriate.
- Do not close a case because you cannot locate the child; close only when a valid closure reason applies (for example the student has an approved exemption or has moved overseas).

3) Retain ownership until transfer of closure criteria are met

- Maintain ownership of the case until one of the following conditions is:
 - The student enrolls at a school outside your catchment area (allowing the case to be reallocated to the new provider).
 - A confirmed address outside your catchment area is obtained (allowing the case to be allocated to CIT for reassignment to the appropriate provider).
 - The case meets the criteria for closure.

Not Located workflow: expected steps and timeframes

This diagram summarises the typical pathway for cases where a student or whānau cannot be located. It shows the expected sequencing of contact attempts and information checks, and the key decision points during the early stage of the case, including when to apply the Not Located flag.



What we mean by business days

For Attendance Service Level Agreements (SLAs), business days:

- include weekdays (Monday–Friday), school holidays, and regional public holidays
- exclude weekends and national public holidays

This applies to SLAs that are measured in business days, including the Initial School Meeting and Initial Whānau Meeting measures. The Initial Whānau Meeting measure applies where current contact details are held. If contact details are not current and the meeting cannot take place within the 10 or 15-business-day timeframes, make sure the case record clearly reflects this so it can be explained in quarterly reporting commentary where appropriate.

Step-by-step workflow

Step 1: Start immediately (Day 0)

- Begin contact attempts straight away (multi-channel, as appropriate) and log activity in AS-CMS.
- Hold the Initial School Meeting as early as possible and record it as an Event.

The Initial School Meeting measure is assessed at:

- within 5 business days for 80% of referrals, and
- within 10 business days for 90% of referrals.

Reminder: certain events must be recorded using Events because the system tracks them (including Initial School Meeting and Initial Whānau Meeting).

Important note: If you can't reach whānau, the school meeting is still required. Use this meeting to confirm what's already been tried and validate contact information.

Step 2: Use Info Requests early

If initial contact attempts fail (or it's immediately clear details are wrong), use Info Requests in AS-CMS to obtain updated information:

- Immigration NZ check: confirm if a student has left NZ.
- MSD check: confirm the most up-to-date address details for the student/caregiver (where held).

How Info Requests work (AS-CMS):

- Submitting creates an Info Request with status **Requested**; CIT sends it to the agency; status becomes **Open**; when response is received, status becomes **Complete**, and the case owner receives a notification within AS-CMS.

Refer to the [Guidance for common scenarios](#) for more information on interpreting Information Check results.

Important note: Don't leave Information Requests until late. Request them as soon as your early attempts indicate you can't locate whānau, because agencies need time to process and return results.

Step 3: Continue “reasonable efforts” in parallel (Day 0–10)

Alongside info requests, continue your own enquiries using local knowledge and community connections:

- talk to last known school / previous schools
- ask known relations/friends/other contacts
- talk to neighbours
- initiate local agency and community group enquiries
- speak to prior provider/case manager if applicable
- use whānau networks, iwi/marae, churches, sports clubs, health workers, and multi-agency forums where they exist

Step 4: Apply the “Not Located” flag

Apply the Not Located flag when:

- All reasonable efforts to locate the student/whānau have been unsuccessful (including your own enquiries and use of community networks where appropriate).

Before applying the flag also make sure you have checked all provided contact details, used the Initial School Meeting to confirm whether the previous school holds any further information, and followed up through existing networks where appropriate.

- Ensure you have submitted Info Requests to BOTH:
 - MSD (to check for updated contact/address details), and
 - Immigration NZ (to confirm whether the student has left the country), within the last 28 days.
- If either check is older than 28 days, submit it again before applying the Not Located flag.

What the flag does:

- Signals the student’s whereabouts are unknown and provides visibility across the system to support national reporting and decision-making.

Step 5: After Not Located flag is set

Keep ownership of the case so you can:

- continue reasonable efforts to locate the student
- continue regular Info Requests (Immigration and MSD), for example every 2–4 weeks
- use multi-agency forums where appropriate
- check attendance data as part of ongoing monitoring, noting that some schools may take time to update ENROL so the attendance data may give a more up-to-date picture
- use AS-CMS views, reports, and the Case History (on the Related tab) to monitor current Not Located cases and their history over time.

Requesting information under section 66C of the Oranga Tamariki Act

Where you have a multi-agency forum (MAF), use it as the main way to gather information and coordinate support for your Not Located cases. If there is no MAF in your region, or if there are organisations you need information from that are not part of your MAF, the section 66C information-sharing pathway may also support requests for information needed to help locate and support a student. This includes contact information and may also include other information relevant to the

student’s wellbeing, safety, or support needs, where the organisation you are requesting information from is covered by section 66C and the request is for one of the purposes set out in the Act. Record this in AS-CMS by adding a Case Comment that includes the phrase “66c”. For more information on section 66C and the forms to use, see the related guidance below.

Related guidance

- Oranga Tamariki: [Requesting information under sections 66 and 66C](#) – use this guidance for more information on when section 66C may be used, who information can be requested from, and what to include in a request.
- Oranga Tamariki: [Forms to request information](#) – use this page to access the section 66C request forms for requesting information from an agency or from Oranga Tamariki.
- Privacy Commissioner: [Guidance on section 66C](#) – use this for an overview of section 66C, including when information may be shared or requested for child wellbeing and safety purposes.

Step 6: Remove the Not Located flag when circumstances change

Remove the Not Located flag if:

- the child or whānau is located i.e. you have an address for them
- the child is confirmed to be overseas – the immigration check will tell you this
- the child becomes enrolled at a new school – you will receive an alert when this happens

If the case is being closed because a valid close reason has been met (for example the student has an approved exemption), remove the Not Located flag **before** closing the case.

Recording expectations (AS-CMS)

Must record (system-tracked / SLA-relevant)

- Initial School Meeting – record as an Event using the correct subject so the system can track it.
- Initial Whānau Meeting – record as an Event if it occurs, using the correct subject so the system can track it.

Important note: Do not edit the Subject of the Initial Meetings or it may not be recognised correctly in reporting.

Expected (ensures data quality)

- If MSD provides new contact details, you must update/add the contact(s) in AS-CMS Contacts.
- Record key contact attempts and significant interactions as Events and/or Tasks so activity is visible in the timeline and supports consistent reporting.
- When you confirm contact details are no longer current, use the “Contact Details Not Current” flag on the contact record (to prevent repeated failed attempts).

Remember

- Record mandatory meetings as Events – use the correct Subject so the AS-CMS tracks them
- Use the Info Request function when needed
- If MSD returns new contact details add Contacts on the case
- Record key locating actions as Events/Tasks so case activity is visible
- If you confirm details are outdated, use “Contact Details Not Current” on the contact record

For further detail on recording in AS-CMS refer to the [Practice Guide Recording for reporting](#) and the

[Quick reference guides for providers.](#)

Safety & privacy reminders

- Follow the Privacy Act: you may speak with people who can help (for example neighbours or community contacts) but share only what is necessary. For further guidance see [Locating students](#).

If you have welfare/safety concerns, notify Oranga Tamariki or Police and update AS-CMS accordingly. For further guidance on this see: [Referring to Oranga Tamariki](#)

Misconceptions to correct

- Cases staying open longer do not affect SLAs: there are no KPIs/service levels associated with how long cases remain open.
- Not Located is not a closure reason: only close cases when closure criteria are met.

Related Guidance

Use the documents below for more detailed guidance on locating students and whānau, referrals to Oranga Tamariki, and step-by-step system actions in AS-CMS.

- [Locating students](#)
- [Referring to Oranga Tamariki](#)
- [AS-CMS quick reference guides for providers](#)

Appendix A: Worked Example

Applying the Not Located flag after reasonable attempts

This worked example illustrates how a typical “Not Located” case may progress in practice. It is illustrative only and shows one common sequence of contact attempts, information checks, and decisions before and after the Not Located flag is applied.

Scenario: NEN case received. Referral includes last known address and outdated phone number. Whānau not contactable.

Day 0 (Case received)

- Case manager starts contact attempts immediately and logs activity (Events/Tasks as appropriate).
- Because contact attempts are failing early, case manager submits **Info Requests** for **MSD and Immigration** via AS-CMS (this creates Info Request tasks and is visible automatically in the case record).
- Case manager schedules the **Initial School Meeting** (must be within 5 business days) and prepares agenda.

Day 3-4 (Within the 5-business day SLA window)

- **Initial School Meeting held** and recorded as an **Event** with the correct subject so the system tracks it.
- School confirms they have no updated contact details; suggests possible whānau networks and community connections to try (provider proceeds).

Day 5-8

- Provider continues “reasonable efforts” in parallel: checks with previous schools/known contacts and uses local/community channels.
- AS-CMS shows Info Request statuses progressing (Requested/Open/Complete). When an agency response is received, the case owner gets an in-app notification.

Day 9

- MSD response returns with either updated contact details or no new info. If updated details are provided, case manager updates/adds contacts in AS-CMS and attempts contact again.

Day 10 (example timing only)

- Whānau/student still cannot be located after reasonable efforts.
- Info Requests to both MSD and Immigration have been requested within the last 28 days.
- Provider applies the Not Located flag in AS-CMS (system provides visibility for reporting and national scale).

Result:

- Initial School Meeting is still held and recorded.

- The Not Located flag is applied because the criteria were met and the student/whānau could not be located after reasonable efforts. This provides visibility of the issue and supports ongoing follow-up.
- The case remains open and visible for ongoing follow-up, including any further Info Requests, multi-agency support, or future enrolment updates.

Post-Day 10 (ongoing)

- Provider retains ownership until there is a confirmed out-of-catchment address or out-of-catchment enrolment enabling appropriate transfer or there is a valid reason to close the case. Refer to the [AS-CMS Quick Reference Guides for Providers](#) (Close a case section)
- Provider may re-run info requests when appropriate and/or record multi-agency forum involvement as a **Service** (note: Add Service records the referral; it does not send it).
- If the student later enrolls out-of-catchment, AS-CMS will show out-of-catchment details and the provider can contact the new provider and reallocate accordingly.

Example workflow for a Not Located case

This visual shows one typical sequence of activity in a Not Located case. It is illustrative only and reflects a common pattern of early contact attempts, information checks, and decision points before and after the Not Located flag is applied.

